**Privacy**

Confidentiality is crucial on all sides and it is important that concerns are shared appropriately and in line with the Home/School Agreement ie

* ensure that no defamatory comments about staff, pupils and parents are put on social networking sites such as Facebook and Twitter
* ensure your conduct towards school staff, other parents and children is courteous and polite at all times

All complaints will be kept confidential. This means that normally they will not be discussed with anyone without your consent. However, there are some circumstances where a complaint has to be shared with other people, especially if it means your or another child is in danger of being hurt. If this is the case, this will be explained to you.

Our aim is for everyone, children and adults alike, to be treated fairly and with respect, with equality of opportunity and positive attitudes. Please do contact the headteacher if there are any aspects of this leaflet that need clarification.

**Curry Rivel C of E Primary School**

**&**

**Little Pips Nursery**

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**Sharing Concerns or Worries**

During your child’s time in nursery and school, queries and concerns can sometimes arise regarding your child’s care, education or wellbeing.

We aim to work closely with everyone to ensure that all children can learn and enjoy their experience in nursery and at school.    Your views are valuable to us as they help us reflect on our practice and make improvements where necessary.

**Who should I talk to?**

A parent or carer may feel that there has been a lapse in our care of their child or have a query over practice or procedure. The first point of call should be the child’s teacher or key worker to share the query or concern. It helps to do this as early as possible so that any worries are shared and can be sorted out.

If you would like further information or to raise the concern further,then the senior leaders would be very happy to meet with you:

* Mrs Burns (Acting Headteacher)
* Miss Westlake (Nursery Manager)
* Mrs Ward (Safeguarding Lead and Senior Teacher)

It may be that further information would need to be collected and then fed back to you.

If you are still worried or concerned, the headteacher will be happy to talk to you at a mutually convenient time. Please contact the school office to make an appointment to meet with the headteacher or write to the headteacher explaining your complaint and what you would like to happen now. This is part of a full procedure which we have in place and has been approved by the Governing Body. If the headteacher cannot resolve the issue or if the complaint is about the headteacher, you should then write to the Chair of Governors care of the Clerk of the Governing Body via the School Office or email HDavies3@educ.somerset.gov.uk

If your complaint is about a governor or governors, please write to the Clerk of the Governing Body via the School Office or email HDavies3@educ.somerset.gov.uk

Full details of our complaints procedure can be found on our school’s website or from the School Office. Please do not hesitate to contact us.

**When you raise a concern**

* everything you say will be listened to;
* you will be asked questions to make things clear;
* you will be dealt with fairly;
* you will be told how your complaint is progressing;
* you will be told the outcome and given a letter confirming this.

**Making a formal complaint**

Things for you to consider before making a complaint

* Could you solve the problem by talking to the class teacher, a keyworker or someone else in school or nursery?
* Have you spoken to a member of the senior staff ie the headteacher, the senior teacher or nursery manager?
* Have you noted down details of your concerns (eg dates, people involved) to make any investigations easier?
* Is your complaint about something which affects the whole school, the nursery or a group of children?

If the parent or carer isn’t happy with the responses, the next step would be to contact the Chair of Governors and to start the more formal complaint procedure. It is our aim to consider any complaint promptly and to feed back as quickly and efficiently as possible.